From: Flock Safety Support
To: Stephen Best
Cc: brendon.norton@flocksafety.com; Tee Jane Teh; libby.landers@flocksafety.com; Eligio Lara; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: Download Images as ZIP still not working
Date: Tuesday, June 18, 2024 1:20:11 PM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Thank you! I am going to ask our engineers to take a look. I will let you know as soon as I have heard back.

-Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/18/2024, 6:05 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; tteh@cityofsantamaria.org
Subject: RE: Download Images as ZIP still not working

….I remembered Mr. Howell mentioned there was a 100 limit on the image download so I changed my search times a bit and got 88 objects.
I used the "Download Images as ZIP" and this time got better results. My zip contained 154 pictures (much better).

FYI

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, June 14, 2024 4:40 PM
To: Flock Safety <support@flocksafety.com>; Libby Landers <libby.landers@flocksafety.com>; Jake Sherman <jake.sherman@flocksafety.com>; brendon.norton@flocksafety.com
Cc: Eligio Lara <elara@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Tee Jane Teh <tteh@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: Download Images as ZIP still not working

Back in February of 2024 I reported the "Download Images as Zip" was not working properly. Not getting the majority of the images presented in the search results.

I was working with Chris Howell on the problem.

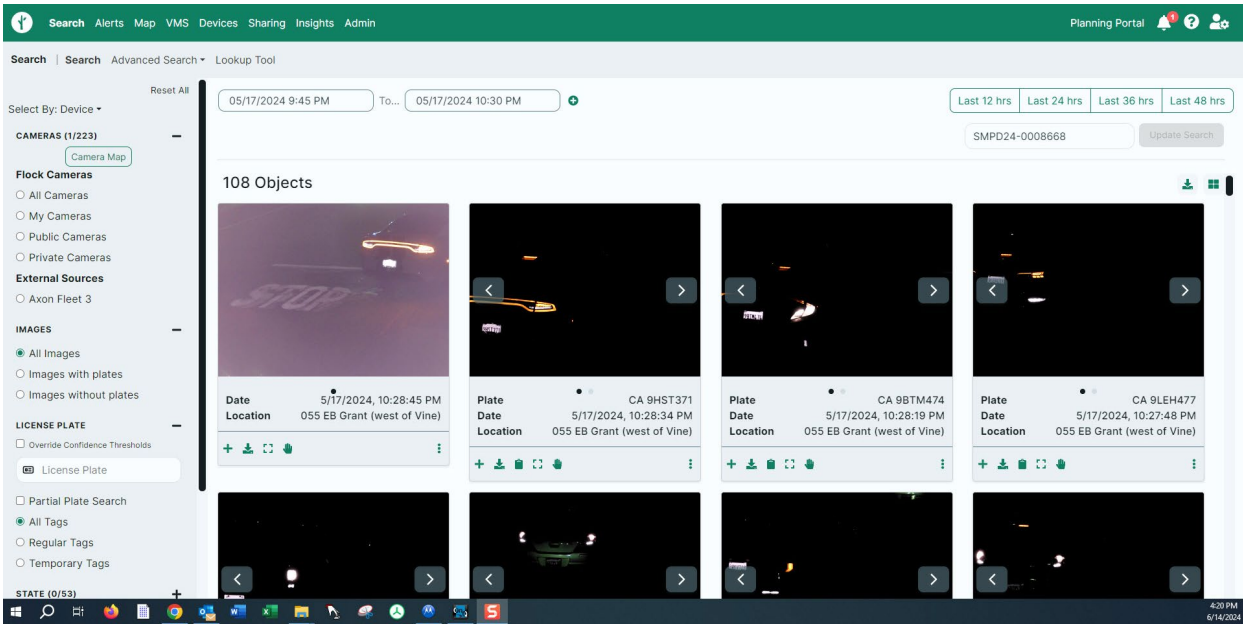
Recently my Crime Analyst reported the problem still exists. I was unable to verify it at the time.

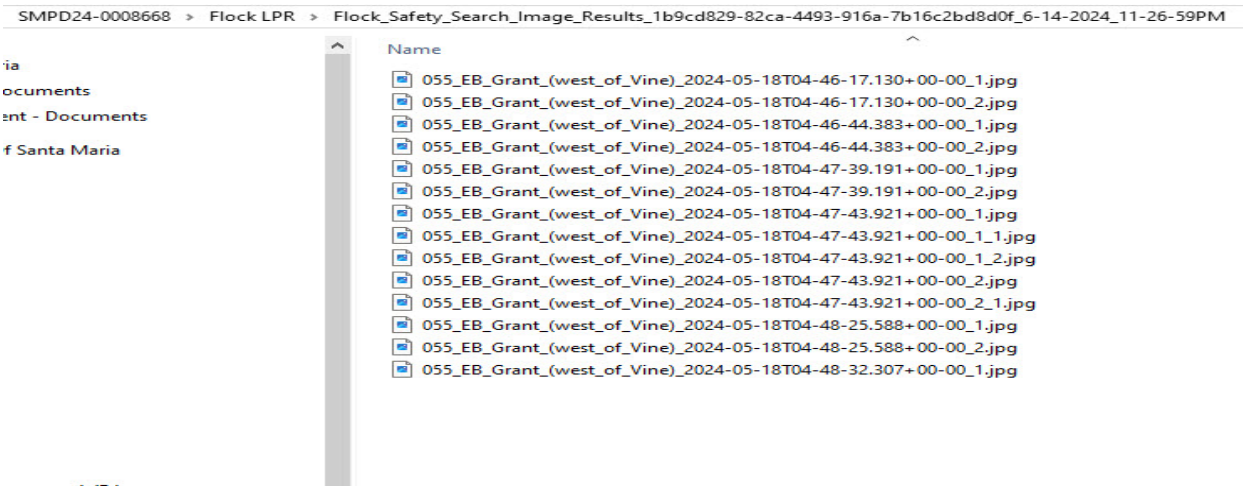
Today I was trying to document the vehicles in the area when our Condor camera got shot. I searched the nearest Flock Camera "055 EB Grant" for 5/17 2145-2230 Hrs. and got 108 objects.

I downloaded the "Metadata as CSV" and it appears to have 108 entries (Good!) but my "Download Images as a ZIP" resulted in 14 images (epic fail).

I even scrolled all the results to make sure they populated before doing the download.

Please continue to work on this issue. Thanks





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thread::WetUOP5tIna8z42HDN-c5g4::